



FAIRFAX COUNTY

DEPARTMENT OF PURCHASING & SUPPLY MANAGEMENT
12000 Government Center Parkway, Suite 427
Fairfax, Virginia 22035-0013

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V I R G I N I A

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MAY 22 2003

AMENDMENT NO. 2

SUBJECT: Parking Ticket Processing and Adjudication

CONTRACTOR

Professional Account
Management LLC
2040 W. Wisconsin Avenue
Suite 350
Milwaukee, WI 53233

VENDOR CODE

B391956409-01

CONTRACT NO.

RQ02-569435-39A

By mutual agreement, Contract RQ02-569435-39A is amended to provide for Automated Parking Citation Processing/Collections System (AutoPROCESS) per the attached Scope of Services, effective July 1, 2003.

(Ref. Professional Account Management LLC attached letter dated May 13, 2003.)

Cathy A. Muse, CPPO
Director/County Purchasing Agent

DISTRIBUTION:

Assistant Buyer – Team 2
Contract Administrator – KCS
Department of Tax Administration – Kevin Greenlief
Dept. of Finance – Accounts Payable Section

Contractor



PROFESSIONAL
ACCOUNT
MANAGEMENT, L.L.C.
SPECIALIZING IN RECEIVABLES MANAGEMENT

May 13, 2003

Mr. Kevin Greenlief
Director, Tax Administration
Fairfax County
12000 Government Center Parkway Suite 357
Fairfax, VA 22035

RE: Contract Number RQ02-569435-39A

Dear Kevin,

Pursuant to our conversations and meetings with Fairfax County representatives we have completed the attached "Scope of Services" document to detail the products and services that Professional Account Management LLC (PAM) will provide to Fairfax County for the processing and collection of parking citations. The targeted implementation date for this project is July 1, 2003.

We anticipate that our provision of these products and services will be referenced in a new amendment to our existing contract RQ02-569435-39A. When the amendment is prepared, please forward it to me for execution.

If you, or your staff, have any questions regarding the "Scope of Services" document, I can be contacted directly at 414.342.4267 or via email at gsmith@pamllc.com.

Yours Truly

Gary Smith
President
Professional Account Management, L.L.C.

Scope of Services

PAM will provide an on-line Automated Parking Citation Processing/Collections System (**AutoPROCESS**) for both in state and out-of-state citation processing. This system provides for automated citation issuance (handheld computers), data entry of citation (manual) and disposition data, information retrieval from the Department of Motor Vehicles (DMV), the generation and mailing of Notices of Illegal Parking to the registered owners, placement and release of DMV registration holds, on-line inquiry, lockbox cash management, telephone and correspondence processing, administrative hearing interface, management and statistical reporting for the issuing agencies and the Court, as well as capabilities for the providing other sub-systems as required by the County in the future.

In the Service Bureau solution provided, *PAM* will also provide the systems, equipment, and staff required to perform the functions noted above. Including the following:

- Ten (10) Series 3 AutoCITE handheld ticket issuance computers and all required cables, chargers, etc.
- One (1) Software License for the AutoISSUE citation issuance management software configured to meet the requirements of the County
- One (1) AutoISSUE host PC (Dell) and printer
- AutoPROCESS citation management software customized to meet the requirements of Fairfax County
- Maintenance, service and support of all hardware and software for the life of the contract
- All required ticket stock and ticket envelopes for AutoCITE created citations
- Daily courier pick up of manual citations and "drop box" payments at 3911 Woodburn Road, Annandale, VA and the Fairfax County Government Center, 12000 Government Center PW, Fairfax, VA
- Data entry of all manual citations (completed within 48 hours of ticket receipt)
- Data entry of all "drop box" payments (completed within 24 hours of payment receipt)
- *PAM* will provide a post office box at a post office local to our Alexandria, VA office for receipt of all mailed citation payments. Contents of the post office box will be delivered to *PAM* daily and payments will be processed and posted to the citation processing system within 24 hours of receipt.
- All citation payment receipts will be deposited to the County's contract bank account [NOTE: this is currently Bank of America]
- Registered Owner information retrieval from the State of Virginia DMV, all other states of the union, the District of Columbia and all of the Canadian provinces.
- Creation, printing and mailing of overdue citation notices to the County's standards (up to three notices per citation included). Postage for notices and other required correspondence will be paid by *PAM* and then reimbursed by the County.
- *PAM* will maintain and staff a Call Center for handling inbound calls regarding Fairfax County parking citations. All calls will be handled in accordance with



procedures developed in cooperation with the County. County will be provided statistical reports on call activity as required.

- Assistance, where requested and authorized, in the process of identifying, researching, documenting and resolving parking citations requiring special attention short of a court appearance. *PAM* staff will appear in Court as required in response to any subpoena issued by a Court of competent jurisdiction
- *PAM* will work with the County to design and provide data extracts from the AutoPROCESS system required for interfaces to the County's accounting and financial management systems to support the County's business requirements
- Follow Up Collection processing on all delinquent parking citations, including customization to charge ticket violators a 20% administrative fee on each citation referred to collections
- Special processing for delinquent citations where the County's delinquent tax collection unit has identified a debtor eligible for judgment, tax intercept, statutory action to enforce collection, etc. In such cases, the County will not be charged a *PAM* collection fee. *PAM* will work with the County to properly identify and track such cases in the AutoPROCESS system.
- *PAM* will continue to be entitled to a collections contingency fee of 32% on delinquent citation collections where the citation has not been recalled by the County's delinquent tax collections unit.
- Pay by Web and Pay by Phone services to be fully funded by a per citation convenience fee of \$2.95 charged to the person making the payment
- *PAM* will provide all standard software upgrades, bug fixes and standard updating of tables at no additional charge.
- On site secure storage of issued citations for sixty (60) to ninety (90) days to facilitate exception research
- *PAM* will provide connections to the AutoProcess application running on the *PAM* servers for fifty (50) concurrent users. The County will reimburse *PAM* directly for the required Citrix software licenses. *PAM* will provide the required Oracle database software licenses and ongoing support costs for both Citrix and Oracle
- The AutoCITE handhelds will be configured to allow capture of both the vehicle license plate and VIN number when required
- *PAM* will work with the County to develop procedures to support receipt and processing of emails from citizens regarding parking citations
- *PAM* will configure the in-state registered owner acquisition process so that a new registered owner inquiry is generated for each parking citation issued to an individual in-state license plate
- *PAM* will provide training to County staff on appropriate and mutually agreeable system capabilities as required
- *PAM* employees with access to County data will be required to sign, and abide with the terms of, a County confidentiality agreement. If so directed and technically feasible, *PAM* will hide the display of social security number fields in the AutoPROCESS system from display except to DTA personnel
- All data connections between the County and the *PAM* servers will be secure and encrypted



- *PAM* will customize the Pay by Web web site to have the look and feel of the County web site
- *PAM* will work with the County to design mutually agreeable procedures for the processing of citations in collection that should not be archived under the normal schedule due to the presence of a judgment
- *PAM* will collaborate with the County on design and/or implementation, to the extent allowed by law, of a non judicial review or adjudication process for resolution of parking citation issues short of an appeal to the General District Court
- *PAM* will assistance in the design and approval of AutoCite and handwritten parking citations
- *PAM* will provide fire safe conditions from storage of payment receipts and documents when overnight storage at the *PAM* office is required
- *PAM* will provide a monthly reconciliation of all financial activities with the monthly invoice and work with the County to provide other data as required to support the County's financial reporting requirements. Reconciliation will include, among other things, separate tracking of pertinent fees and citation charges; postage; and any other costs. Collection rate information will, at a minimum, be reported in accordance with County standards
- *PAM* will maintain a sufficient staffing level in it's Customer Service Call Center to provide an acceptable level of service to County resident's in regards to parking citation related matters
- *PAM* will provide assistance to the County, subject to County guidelines, for waiving of late fees when those fees are contested
- *PAM* will charge the County \$2.65 per parking citation entered to the database (regardless of ultimate resolution of the citation)
- *PAM* will process all returned items forwarded by the County and assess a fee to the customer of \$25.00. *PAM* will retain all returned item fees collected to cover the cost of processing and collection the returned items.
- *PAM* will schedule court dates for ticket violators in accordance with County policy, and using available scheduling information provided by the County for law enforcement personnel. The appeal process will require a signed affidavit by the ticket violator. *PAM* will provide notice to appellants and provide necessary court dockets and ticket appeal information to the County as required.
- *PAM* will place and release DMV holds for parking tickets at the direction of and in accordance with County policy and will include the DMV collection fee in the citation notices and collection letters sent to ticket violators.

